




The Compassionate Lawyer



How to Talk to Clients; How to Talk to Self

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LJAP Director
The Mississippi Bar

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Deputy General Counsel
The Mississippi Bar

Disclaimer – Reminder – Disclaimer - Reminder




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Assistance

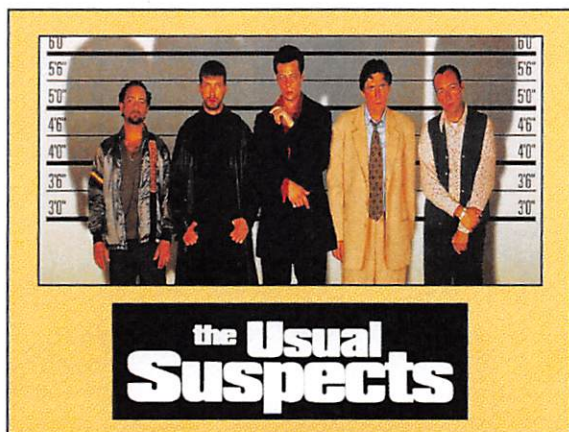
Regulation

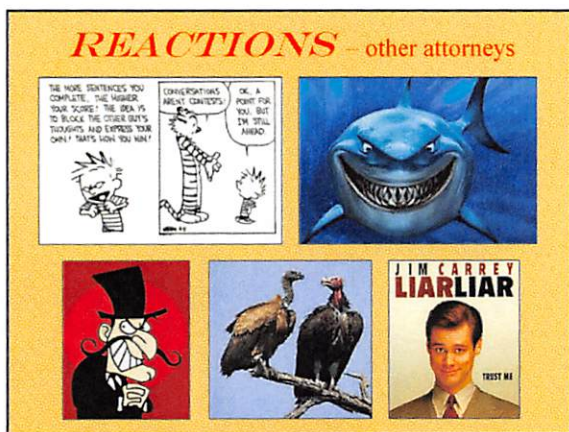
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As attorneys you are probably frequently having difficult conversations or delivering unwelcome news.

#SendNoOneFiver







Rarely, if ever



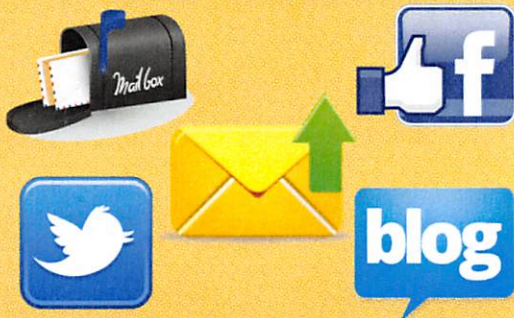
(see also: *Rainbow Unicorn*)



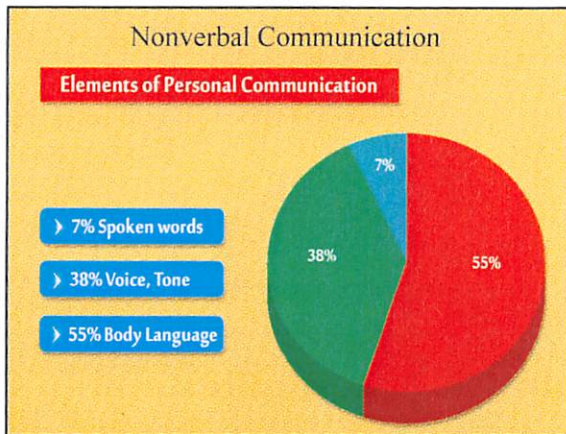
The %@#! Phone

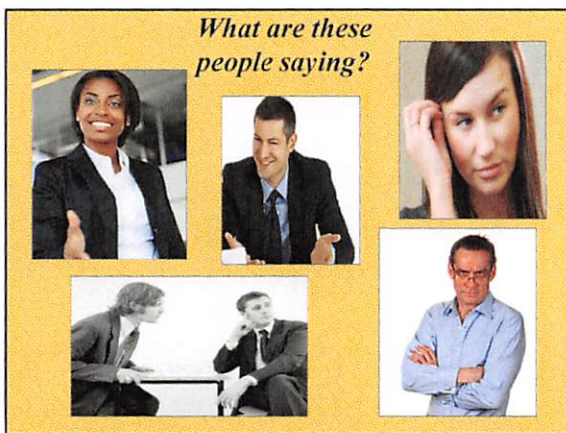


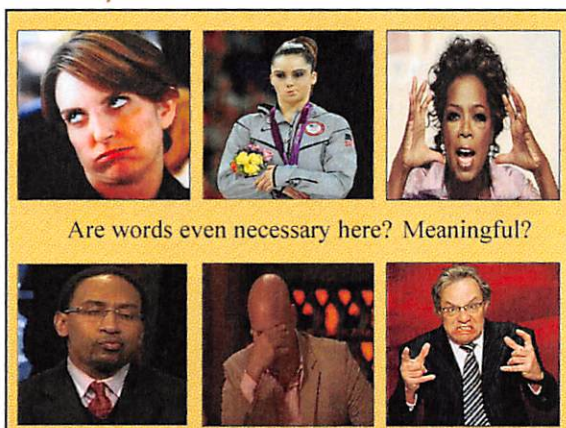
"Written" Communication



Sending/Posting/Linking/Sharing...







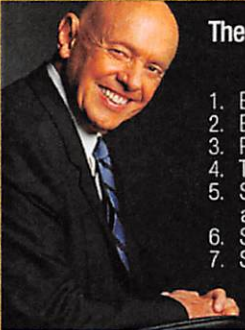






intentional
in · ten · tion · al
Adjective: Done on purpose; deliberate.

Good things to keep in mind:

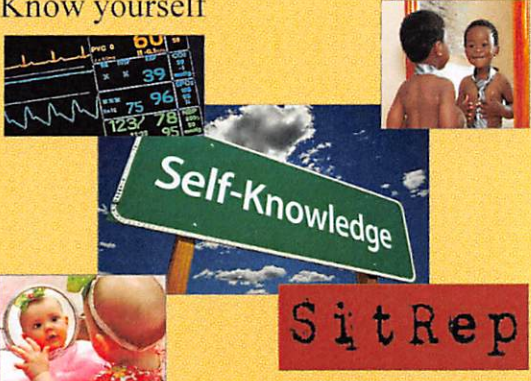


The 7 Habits of Highly Effective People

1. Be proactive
2. Begin with the end in mind
3. Put first things first
4. Think win-win
5. Seek first to understand, and then to be understood
6. Synergize
7. Sharpen the saw

Stephen Covey

Know yourself



Self-Knowledge

SitRep

Know your team



Know your audience




*The best predictor of
future behavior is . . .
That includes your behavior.*

Gender Issues



Cultural Issues

Does your behavior or language change based on audience? **If so, how/why? Based on what?**



The Angry Traveler's Guide to Obscene Gestures



THE HORN FINGERS

USA
Adopted by rockers as a sign of rebellion, and/or offense, to rock on!

Italy, Brazil, Colombia, Portugal, Spain
In other parts of the world, to make this sign at someone is to tell them their wife is cheating on them.

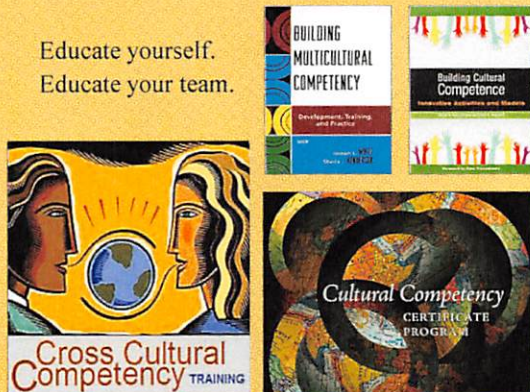
Egypt: "Be patient!"

Italy: "What do you mean?"

Greece: "That's just perfect!"

The horn sign (two fingers up, palm facing forward) is a universal symbol of defiance. In the US, it's the "rock on" sign. In Italy, Brazil, Colombia, Portugal, and Spain, it's a sign of insult, meaning "your wife is cheating on you". In other parts of the world, it's a sign of defiance or rebellion.

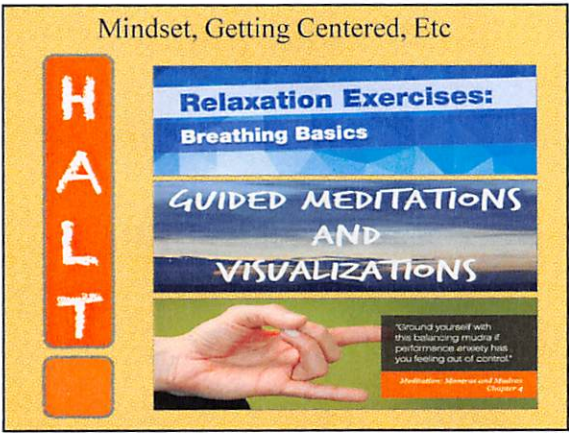
Educate yourself.
Educate your team.

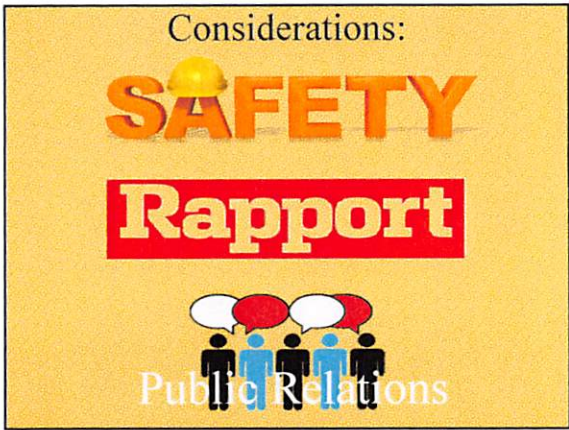


Cross Cultural Competency TRAINING

Cultural Competency CERTIFICATE PROGRAM








Be Intentional; Time




Be respectful of others' time


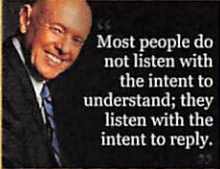
Respect / honor your time and other obligations



PARDON the INTERRUPTION



Be Intentional; Listen

Most people do not listen with the intent to understand; they listen with the intent to reply.


“One of the most sincere forms of respect is actually listening to what another has to say.”

Bryant H. McGill
© Jul 2014 6:30 am

Active Listening Behaviors

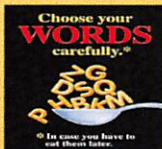

- Avoid interrupting speaker
- Don't overtalk
- Be empathetic
- Paraphrase
- Active Listening
- Make eye contact
- Avoid distracting actions or gestures
- Ask questions
- Exhibit affirmative head nods and appropriate facial expressions

Be Intentional; Word Choice and Tone



Choose your next words wisely... you may see them in court

Golden Rule

Be intentional; Volume



If their volume increases,
instead of trying to speak
over them, decrease yours.

Nobody is winning here



Nonverbal Communication; even on the phone



Your expressions can
be "heard"



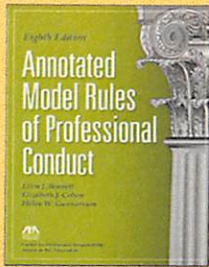
Multi-tasking means
SCREWING UP
several things at once

Avoid Reacting (especially over-reacting)



Their behavior should not dictate yours.

Remember:



You are the professional in the room



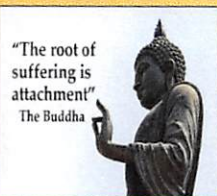
A certain level of decorum is expected

Detachment

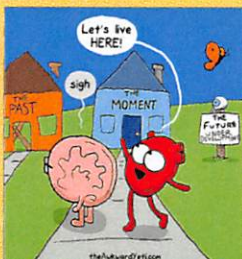


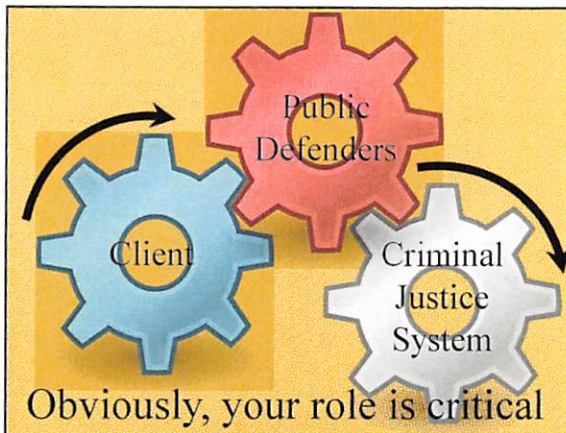
And that's a very good thing in this instance

Be committed to the process without being emotionally attached to the results.



Detachment \neq Disinterest





Secondary Trauma / Compassion Fatigue

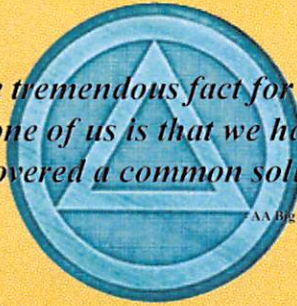
The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

- Naomi Rachel Kernik

Self-Care is a priority and necessity
- not a luxury -
in the work that we do.

The work you're doing is tough.
Take care of you!

Balance through 12-Step Recovery Principles



The tremendous fact for every one of us is that we have discovered a common solution.

AA Big Book p. 17

Life on Life's Terms



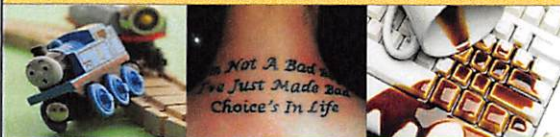
After all, what's
your alternative?

One Day at a Time



Again, what choice do you have?

Don't compare Your Bloopers



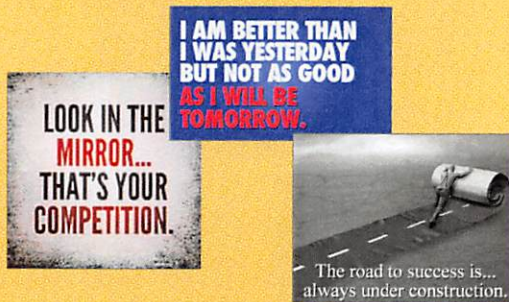
To Others' Highlight Deel



Personal "Success" & Contentment Is Not a Zero-Sum Game



It's about Progress



Not Perfection

Don't Go It Alone



Find a Mentor. Be a Mentor.



Establish and maintain healthy personal and professional relationships.

At Work

•**Set manageable goals each day.** Make a "to do" list, and take care of important tasks first and eliminate unessential ones. Ask for help when necessary.

•**Be efficient with your time at work.** The less time you spend doing busy work or procrastinating, the more time you can spend productively, or with friends or family.

•**Ask for flexibility.** Flex time and telecommuting are quickly becoming established as necessities in today's business world, and many companies are drafting work/life policies.

At Work

•**Take five.** Small breaks at work—or on any project—will help clear your head, and improve your ability to deal with stress and make good decisions.

•**Tune in.** Listen to your favorite music at work to foster concentration, reduce stress and anxiety, and stimulate creativity.

•**Communicate effectively.** Be honest with colleagues or your boss when you feel you're in a bind. Chances are, you're not alone.

•**Give yourself a break.** No one's perfect! Allow yourself to be human and just do the best you can.

At Home

•**Unplug.** By all means, make yourself available—especially if you've earned the right to "flex" your hours—but recognize the need for personal time, too.

•**Divide and conquer.** Make sure responsibilities at home are evenly distributed and clearly outlined—you'll avoid confusion and problems later.

•**Don't over commit.** Do you feel stressed when you just glance at your calendar? If you're overscheduled with activities, learn to say, "no." Shed the superman/superwoman urge!

•**Get support.** Chatting with friends and family can be important to your success at home—or at work—and can even improve your health. People with stronger support systems have more aggressive immune responses to illnesses than those who lack such support.

At Home

•**Stay active.** Aside from its well-known physical benefits, regular exercise reduces stress, depression and anxiety, and enables people to better cope with adversity, according to researchers. It'll also boost your immune system and keep you out of the doctor's office. Make time in your schedule for the gym or to take a walk during lunch—and have some fun!




•**Treat your body right.** Being in good shape physically increases your tolerance to stress and reduces sick days. Eat right, exercise and get adequate rest. Don't rely on drugs, alcohol or cigarettes to cope with stress; they'll only lead to more problems.

•**Get help if you need it.** Don't let stress stand in the way of your health and happiness. If you are persistently overwhelmed, it may be time to seek help from a mental health professional. Asking for help is not a sign of weakness—taking care of yourself is a sign of strength.



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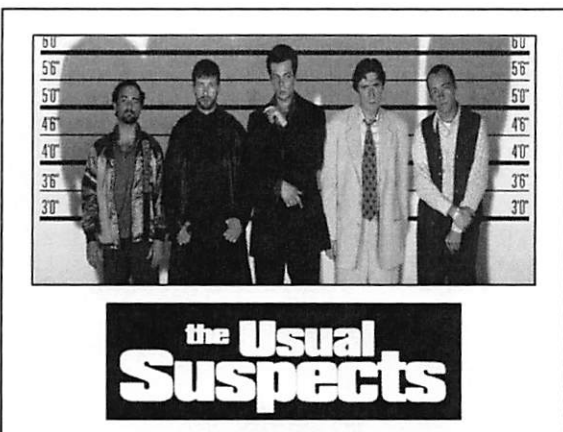
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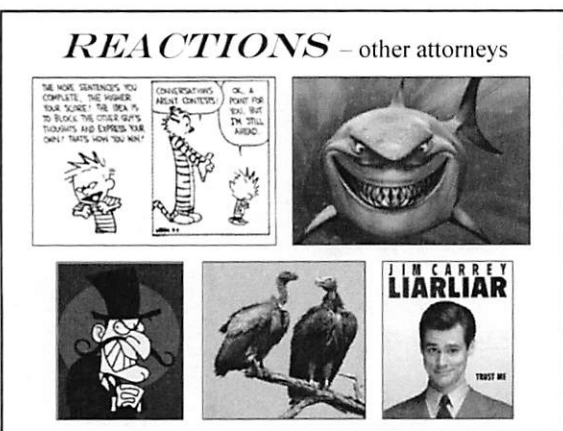
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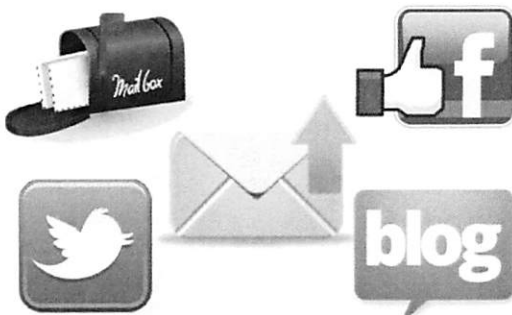




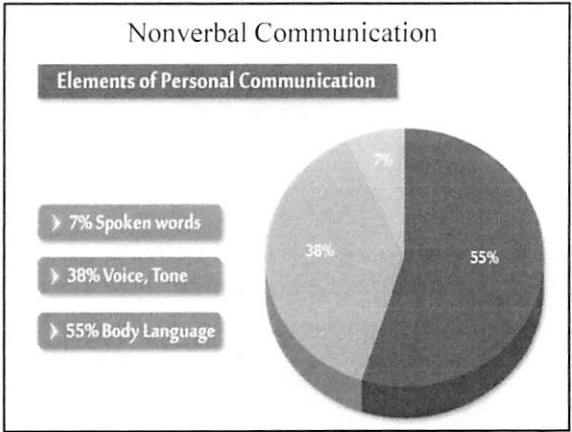
The %@#! Phone

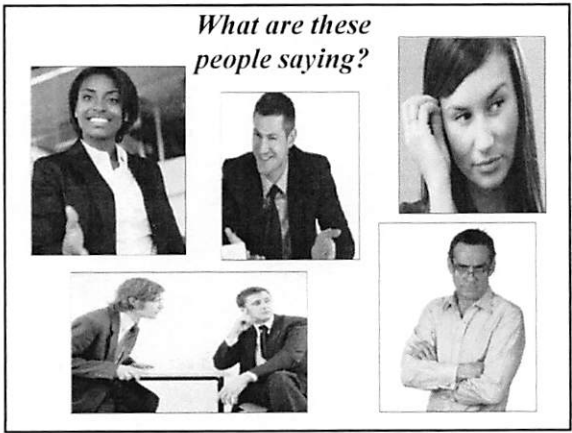


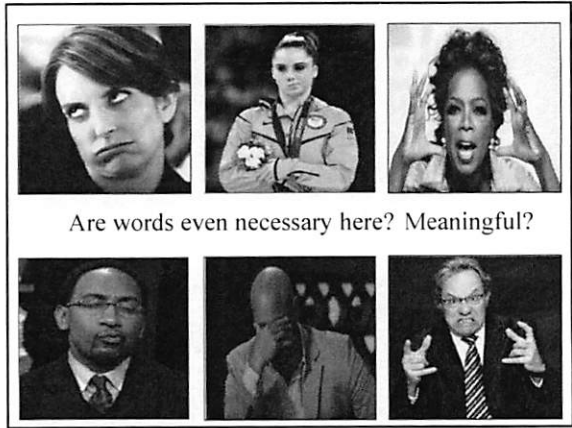
"Written" Communication



Sending/Posting/Linking/Sharing...







So we're clear:





Situational Awareness

Be Prepared

Hope for the best

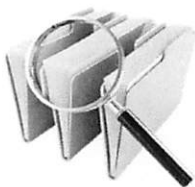


Plan for the worst

Know your team



Know your audience



*The best predictor of
future behavior is . . .
That includes your behavior.*

Gender Issues



Cultural Issues

Does your behavior or language change based on audience? If so, how/why? Based on what?



The Angry Traveler's Guide to Obscene Gestures

Egypt: "Be patient!"

Italy: "What do you mean?"

Greece: "That's just perfect!"

THE HORN FINGERS

USA: Adapted by history as a sign of approval, and in modern, to "rock on".

Italy, Brazil, Colombia, Portugal, Spain: In other parts of the world, do make this sign of approval? No! In fact, these acts, is insulting to them.

In some, the "Horn" sign, when we intend to something offensive. In the U.S., the "Horn" sign has positive meanings. However, in the Middle East, using this gesture is really offensive, and in France, it means "shit" or "bullshit". It means money in Japan. Therefore, if you are shopping in Japan, it means that you want to change some items.

In some, we usually make this gesture means "OK" or "Good job". Therefore, sometimes we make it as acceptance. In the U.S., we use this sign to say "That's done" or "Things are great". However, in Latin America, Europe, and Australia, the "Horn" gesture has the opposite meaning. In addition, in Iran and Iraq, this hand gesture is regarded as a very obscene gesture.

In the U.S., a "V" gesture is usually used for "Victory" or "Peace" and also "to cheer and show that gesture to make other people like photographs. However, if you make this in the other way around, it has totally different meanings in the United Kingdom, Australia, and Ireland. This sign is regarded as a "game" hand.

Educate yourself.
Educate your team.

Cross Cultural Competency TRAINING




Mindset, Getting Centered, Etc

**H
A
L
T**

Relaxation Exercises:
Breathing Basics

**GUIDED MEDITATIONS
AND
VISUALIZATIONS**


"Ground yourself with this balancing routine if performance anxiety has you feeling out of control."
— Meditation, Mantra and Mantra
Champion




Considerations:

SAFETY

Rapport



Public Relations

Be Intentional; Time




Be respectful of others' time
Respect / honor your time and other obligations

PARDON the **INTERRUPTION**

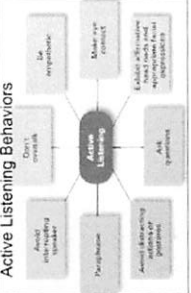


Be Intentional; Listen



Most people do not listen with the intent to understand; they listen with the intent to reply.

Active Listening Behaviors



One of the most sincere forms of respect is actually listening to what another has to say. »
Bryant H. McGill
© 2008 McGraw-Hill Education

Be Intentional; Word Choice and Tone

Golden Rule

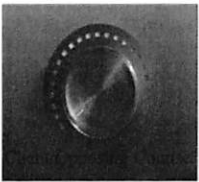


Choose your next words wisely...
you may seem them in court

Choose your words carefully...
EGG
ABRAHAM LINCOLN



I WANT YOU TO BE NICE...
UNTIL IT'S TIME TO NOT BE NICE

Be intentional; Volume



If their volume increases, instead of trying to speak over them, decrease yours.

Nobody is winning here

Nonverbal Communication; even on the phone




Your expressions can be "heard"



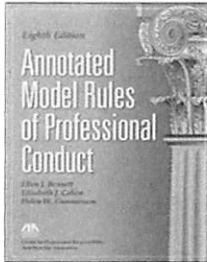

Multi-tasking means **SCREWING UP** several things at once

Avoid Reacting (especially over-reacting)



Their behavior should not dictate yours.

Remember:



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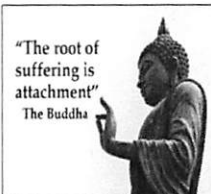
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Detachment

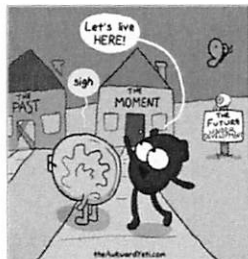


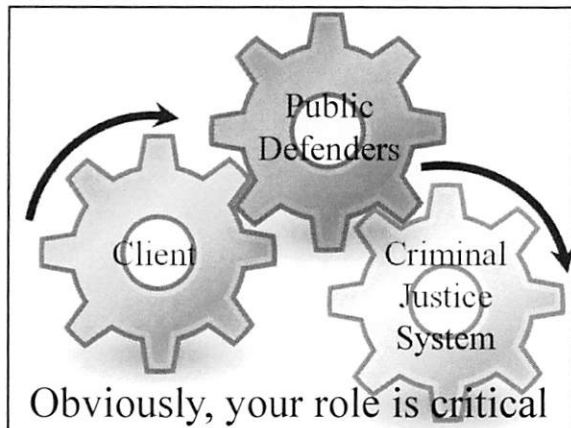
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— Naomi Ramey

Self-Care is a priority and necessity
- not a luxury -
in the work that we do.

The work you're doing is tough.
Take care of you!

Balance through 12-Step Recovery Principles

The tremendous fact for every one of us is that we have discovered a common solution.

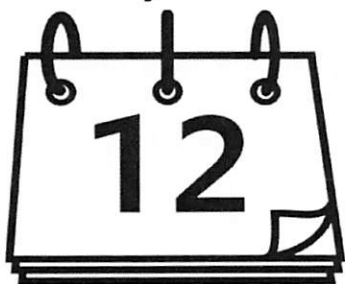
— AA Big Book p. 17

Life on Life's Terms



After all, what's
your alternative?

One Day at a Time



Again, what choice do you have?

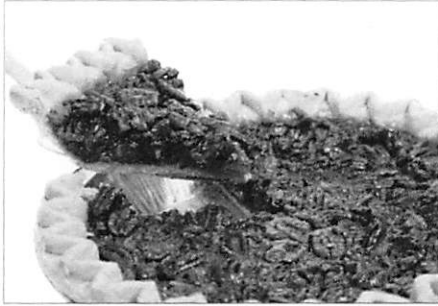
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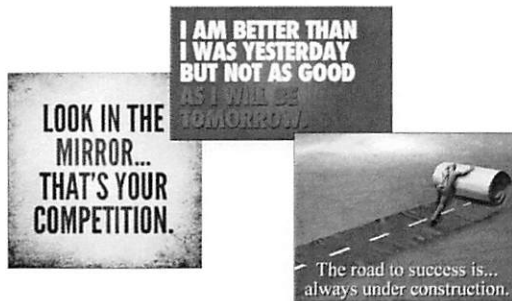
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It's about Progress



Not Perfection

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